



PINES™

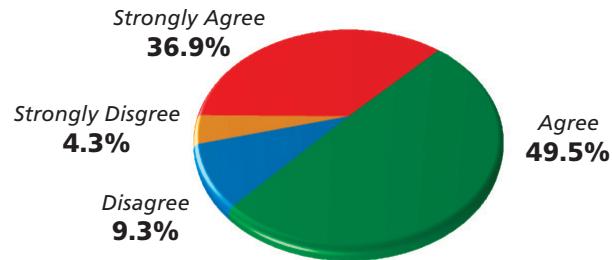
PINES Annual Patron Satisfaction Survey 2007

The fourth annual PINES User Satisfaction Survey was conducted between March 27 and April 2, 2007. Users entering the PINES online catalog, whether at a library workstation or from a remote home or office computer, had the opportunity to complete the

survey during this time. In seven days, more than 1,000 users answered our questions and, once again, the overwhelming majority of respondents indicated a high level of satisfaction with the PINES system.

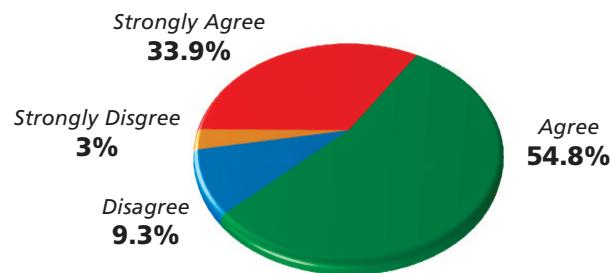
It is easy to use the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	383	36.9%
Agree	513	49.5%
Disagree	96	9.3%
Strongly Disagree	44	4.3%
Total	1036	



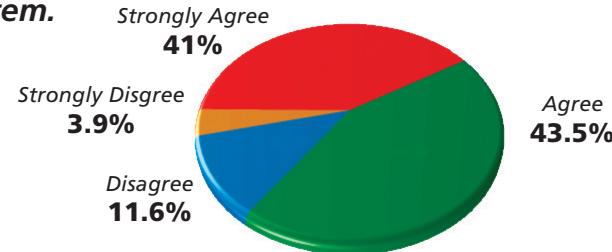
I typically find what I am looking for using the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	348	33.9%
Agree	553	54.8%
Disagree	96	9.3%
Strongly Disagree	31	3.0%
Total	1028	



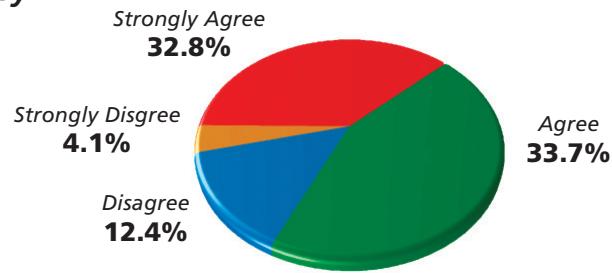
It is easy to determine if my library owns a particular item.

	Count	% Sample Answered
Strongly Agree	420	41.0%
Agree	445	43.5%
Disagree	119	11.6%
Strongly Disagree	40	3.9%
Total	1024	



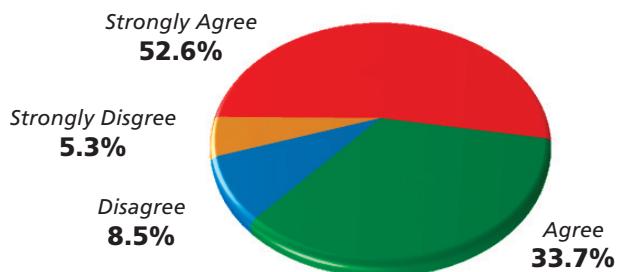
If my local library does not have an item I need, it is easy to find and obtain the item through the PINES System.

	Count	% Sample Answered
Strongly Agree	381	32.8%
Agree	441	33.7%
Disagree	144	12.4%
Strongly Disagree	40	4.1%
Total	1006	



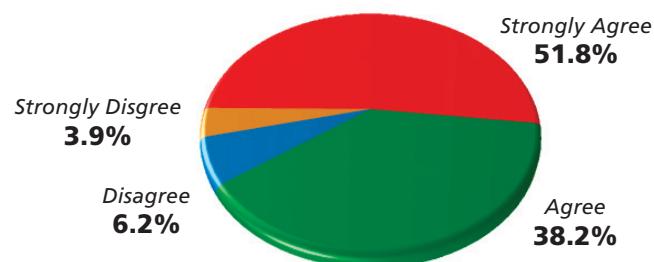
It is easy to renew my own materials through the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	528	52.6%
Agree	338	33.7%
Disagree	85	8.5%
Strongly Disagree	53	5.3%
Total	1004	



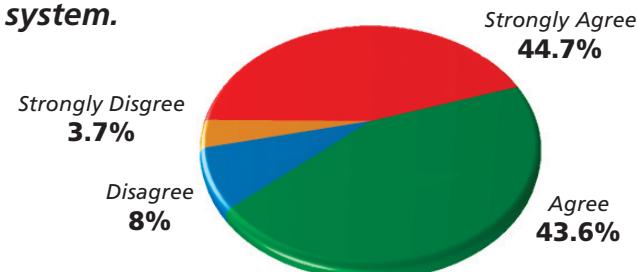
I would recommend the PINES System to my friends.

	Count	% Sample Answered
Strongly Agree	518	51.8%
Agree	382	38.2%
Disagree	62	6.2%
Strongly Disagree	39	3.9%
Total	1001	



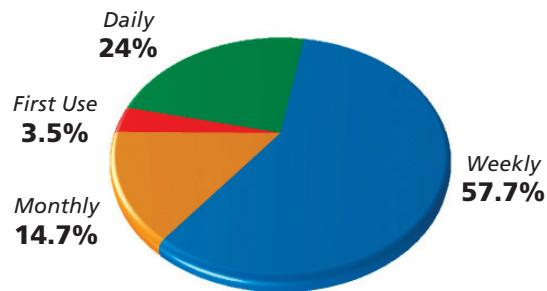
I am satisfied with the PINES Statewide Library Card system.

	Count	% Sample Answered
Strongly Agree	454	44.7%
Agree	442	43.6%
Disagree	81	8.0%
Strongly Disagree	38	3.7%
Total	1015	



How often do you use the PINES catalog?

	Count	% Sample Answered
First Use	36	3.5%
Daily	245	24.0%
Weekly	588	57.7%
Monthly	150	14.7%
Total	1019	



Which of the features of the PINES online catalog have you used in the past? (check all that apply)

	Count	% Sample Answered
Renew books online	870	82.1%
Place a hold on a book	890	84.0%
Check on fines	670	63.2%
See what I have checked out	858	80.9%
Item reviews	312	29.4%
Item table of contents	164	15.5%
Creating online bookbags	184	17.4%
Access to GALILEO	128	12.1%

